

FERMI NATIONAL ACCELERATOR LABORATORY

WORKFORCE DEVELOPMENT AND RESOURCES SECTION



HUMAN RESOURCES

HR FY 2012

HR Accomplishments in FY12 in Support of Our Line Customers

A message from Kay Van Vreede, WDRS, Section Head ...



Human Resources provides vital services to Laboratory employees and users in support of the research mission of Fermilab. Our goal is to provide you with outstanding customer service and the products and solutions to attract, retain and develop the workforce that Fermilab needs today and for the future.

The HR FY12 Report is an overview of our HR activities and accomplishments. It summarizes our efforts on behalf of you, our customers and partners, in the success of Fermilab.

The core HR function and the HR Generalists are a team working to continuously improve customer service and efficiency across the Laboratory's Sectors and Sections. HR Generalists are the front line for HR questions and concerns and the liaisons to the core HR functions.

Your feedback over the past year indicates that the HR Generalist concept has contributed to your increased satisfaction with HR services. We plan to build on this momentum and continue strengthening our relationship with you in 2013.

Thank you to all the HR employees and our business partners for their contributions!

Kay Van Vreede

Human Resources

Table of Contents

	Page
I. Strategic HR.....	4
HR Generalists.....	4
Recruitment.....	4
Student Pipeline Programs.....	6
Diversity Council.....	9
II. Total Rewards.....	10
Compensation.....	10
Benefits Planning.....	11
Benefits Administration.....	12
Employee Records Office.....	16
HR Information Systems.....	16
III. Talent Management.....	17
Laboratory Staff Composition.....	18
Workforce Demographics.....	18
On-Call Employees.....	18
New Hire Orientation.....	19
IV. Professional Development	19
Curriculum.....	20
Tuition Assistance Programs.....	21
V. Employee Relations.....	22
Balancing Work and Family.....	22
Service Recognition.....	23
Equal Employment Opportunity.....	23
Union Relations.....	23
VI. Employee and User Services	24
Employee Assistance Program.....	24
International Services.....	25
Visa Office.....	25
Users Office.....	26
Arts and Lecture Series Office.....	26
Wellness/Recreation.....	27

I. STRATEGIC HR

In the Fermilab research environment, the management of human capital is critical. Each individual employee contributes to the success of the research mission of Fermilab on a daily basis.

Human Resources supports this goal by aligning HR strategies and practices with the mission and strategy of the Laboratory. HR strives to fulfill its role to attract and retain people through a portfolio of services that includes recruitment, pay-for-performance, benefits, learning and development.

HR Generalists

In FY12 HR Generalists continued their efforts to improve efficiency and increase customer satisfaction in all service areas. The HR Generalists participate in line management activities, provide local HR support to their assigned areas and initiate continuous improvements. They are the front line for local HR support to handle questions and concerns regarding compensation, employee relations, benefits, leaves of absence, diversity and training.

Three HR Generalists are located in offices across the Laboratory's Sectors and Sections to provide greater accessibility to managers and employees:

Heather Sidman: Accelerator Sector, Directorate (2nd floor) and WDRS

Jeff Artel: Computing Sector, BSS, ESH&Q, FESS, and Finance

Deanne Slapa: Particle Physics Sector, Directorate (VMS, Office of Communications), and LBNE.

In FY12 HR Generalists conducted a survey to measure employee awareness of the HR Generalist function and HR programs. Over 300 responses indicated that 75% of employees were aware of who their HR Generalist is. Employees reported that their HR Generalist had helped them and specifically cited responsiveness, convenience and local support with specific issues. Employees were not as familiar with programs such as the maternity closet and mothers' room, topics which will be publicized in FY13.

Recruitment

The ability to attract high quality talent and select the right person for the right job is critical to the mission of the Laboratory. Employment recruiters work directly with line managers ensuring that needs are met and that consistent HR hiring practices are used across the Laboratory.

The recruitment process begins with the client engagement meeting in which the hiring manager and recruiter:

- determine the appropriate position requirements
- identify knowledge/skills/abilities that are required and those that are preferred
- target specific recruitment strategies

- set mutual expectations for the recruitment process.

All job vacancy announcements include essential job functions and department-specific preferred qualifications to ensure compliance with government regulations. Recruiters collaborate with hiring managers to provide the best possible solutions for hard-to-fill positions and to maintain ongoing rapport with qualified candidates identified during the search process. They also educate managers on the recruiting process and behavioral interviewing skills through the *Fermilab Management Practices (FMP) Seminar*.

Recruiting strategies including social networking on web sites such as Facebook and LinkedIn and job fairs are used to identify a diverse pool of candidates. Our online job announcements also have a “share” feature that allows applicants to post a job announcement on other networking sites.

While social media venues provide a less expensive and more environmentally friendly option than the traditional job fair, recruiters also had in-person interactions by participating in local job fairs sponsored by:

- Congresswoman Judy Biggert’s “Road to Employment”
- DuPage Network
- Rasmussen College
- Veterans
- Urban League
- Waubonsee Community College
- Hire Our Heroes – Tellabs.

Over 2,000 participants were attracted to these events.

In FY12, 30 managers responded to the *Quality of Hire Satisfaction Survey*. Their average rating for overall satisfaction with the hiring process was 4.3/5.0 with “5” being very high.

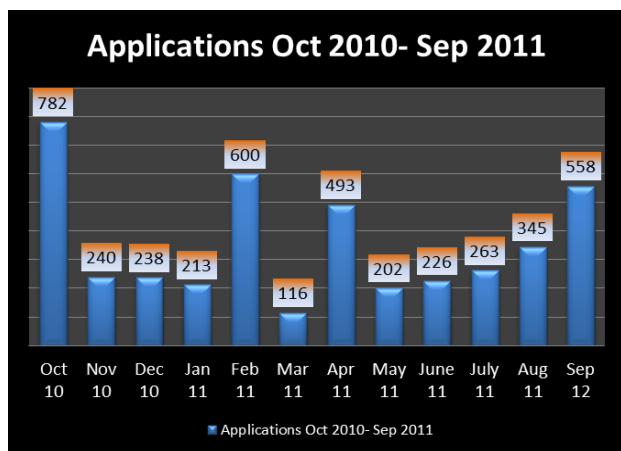
DID YOU KNOW??? Fermilab received 8,976 online resumes in its applicant tracking management system in FY12.

The number of candidates applying for jobs in FY12 showed a slight increase of 1% over FY11. An application is defined as “an expression of interest represented by the number of times the CareerBuilder *Apply Now* button was clicked on by job seekers.” The static application figure could be directly related to our continuous cycle of layoffs, early-out incentive packages and the shutdown of the Tevatron.

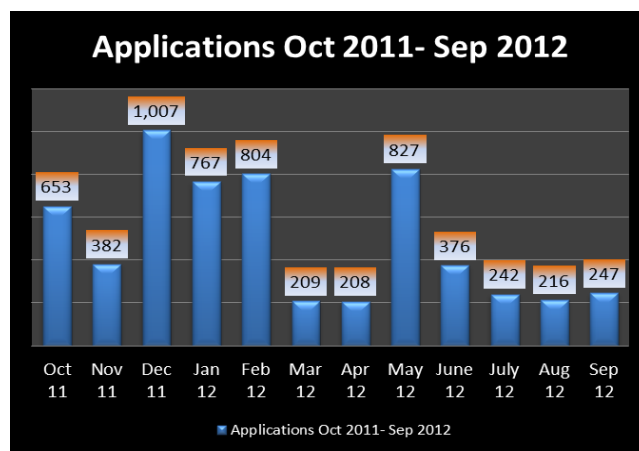
Despite this challenging recruitment climate, the Employment Department filled 137 jobs (defined as “starts”) with an offer acceptance rate of 89% and an average time to fill of 86 days. The “time to fill” is defined as an average of acceptances, job offers and actual starts and is within our performance matrix of 120 days to fill. Fermilab’s outstanding acceptance rate demonstrates that our recruiting, compensation and other related strategies are effectively identifying and attracting the right candidates.

A snapshot of applicant activity from our CareerBuilder job performance illustrates the trend in applications.

FY11 CareerBuilder Job Applications



FY12 CareerBuilder Job Applications



Finding the right person for the right job is a significant factor in overall retention at Fermilab. A “right fit” for the Lab’s mission and culture leads to a low attrition rate. In FY12 the overall resignation rate was 5.9% and the resignation rate for scientists and engineers was 0.46%.

In FY12 the overall retirement rate was 4.6% and the retirement rate for scientists and engineers was 0.6%.

Student Pipeline Programs

The Pipeline Programs are intricately tied to promoting diversity nationwide and providing scientifically and technically trained talent for the national workforce. Four pipeline programs are designed for historically under-represented minority students: TARGET, SIST, GEM and the Graduate Fellowship Program. The Co-operative Education Program targets all students. In FY12, 36 students participated in these pipeline programs.

TARGET is designed for local high school students who have strong science interests and are aspiring to careers in science and engineering. In FY12, TARGET students came from schools such as Proviso Math and Science Academy, Maine South, Wheaton North, and North Lawndale College Prep. Students had real work experiences working alongside Laboratory professionals. They were also involved in projects (e.g., constructing and launching hot air balloons, model rocketry, building radios) designed by the team of TARGET teachers, and activities such as the Math Challenge and presentations by special speakers in the technical disciplines. Eighteen students were selected to participate in FY12.

A highlight of this past summer’s program was an interactive program between FY12 participants and TARGET Alumni from the years 2001-08. Fifteen alumni of our program shared their experiences with the 2012 class, and we were proud to learn that 85% had pursued STEM undergraduate studies.



2012 TARGET Students

Summer Internships in Science and Technology (SIST) is geared for undergraduate minority students majoring in physics, electrical/mechanical engineering and computer science. This is a twelve-week program, enhanced with an undergraduate lecture series, specialized tours and formal presentations of research results given by the students at the conclusion of their summer experience. SIST is one of the longest running summer education programs in the DOE/National Laboratory system.

In FY12 Fermilab hosted 11 students from 10 colleges and universities including: Massachusetts Institute of Technology; University of Puerto Rico at Mayaguez; Bethune-Cookman University; University of Illinois Urbana/Champaign; Grambling State University; and University of Texas, El Paso.

GEM is geared to minority students earning Master's Degrees in engineering and computer science. Students spend two summers at Fermilab in internships with a sponsoring Division in preparation for professional placement at Fermilab when the Master's Degree is awarded. In FY12, there was one GEM intern at the Lab.

The **Graduate Fellowship Program** is aimed at minority students earning PhDs in Physics at URA (University Research Associates) member universities. Mentoring, stipends and summer employment are provided. One PhD fellow is continuing his research with Fermilab support.



2012 SIST and GEM Students

Cooperative Education Program

The Cooperative Education Program is designed for undergraduate students who have completed the equivalent of their sophomore year in college. Students typically spend three to four semesters working at the Laboratory. The Co-Op Program gives students the opportunity to become integrally involved in the operation of the Lab while exploring different career options through project work and by earning academic credit for their work.

In FY12, Cooperative Education (Co-Op) students represented a variety of disciplines including:

- Computer engineering/science
- Electrical/electronic engineering
- Mechanical engineering.

Students alternate full-time academic terms with full-time work terms at Fermilab, ideally experiencing a project from inception to completion.

In FY12, there were five engineering students in the Co-Operative Education Program from:

- Kettering University (Flint, MI) (two engineering students)
- Le Tourneau University (Longview, TX) (one engineering student)*

- Marquette University (Milwaukee, WI) (one engineering student)
- Valparaiso University (Valparaiso, IN) (one engineering student)

*Denotes new college/university relationship.

The table below is a demographic description of the students in each pipeline program.

Demographic Profile of Students in Pipeline Programs in FY12

Program	Number	Male	Female	Black	Hispanic	Asian	White
TARGET	18	12	6	8	7		3
SIST	11	5	6	3	3		5
GEM	1	0	1	1			
PhD Minority Fellows in Physics	1	1			1		
Cooperative Education	5	5					5
Total	36	23	13	12	11	0	13

Diversity Council

Maintaining a highly productive and engaged workforce at Fermilab requires an inclusive environment for all employees where a diversity of perspectives is both invited and considered. The Diversity Council provides a means to this end. Reporting to the Laboratory Director, the Diversity Council seeks to use the potential of diversity to enhance opportunities, interactions and communications to benefit Fermilab through:

- Mentoring for continued professional development
- Workforce recruitment, retention and development
- Educational outreach
- Community involvement and outreach.

Nine Committees, each with a specialized objective, were formed to increase the diversity of the Laboratory and to increase employee participation in diversity. Each committee is staffed and operated by teams of volunteers.

The Committee for the Recruitment and Retention of Non-Technical, Non-Scientific Staff initiated the *Physics for Everyone* series in FY11 to enhance the physics knowledge of the non-technical staff. The eight lectures scheduled in FY12 were very well attended. In FY12, *Behind the Scenes*, presentations that focus on the services of Fermilab Sections, were added.

This Committee also sponsored a study group to prepare administrative staff for the Certified Administrative Professional exam issued by the International Association of Administrative Professionals. Seven employees passed the examination and received their certification. One employee also received the Organizational Management Certification.

II. TOTAL REWARDS: The total value of direct pay and benefits provided to employees.

Compensation

The Compensation function in the HR Services Department supports the Fermilab reward strategy through the management of compensation and employee recognition programs. These programs provide tools for managers to recognize and reward the performance of their employees by direct and indirect methods.

At the end of FY12, the Fermilab payroll (excluding overtime and benefits costs) was approximately \$154 million dollars. During FY12 the Compensation Group administered approximately \$3 million in pay increases to eligible employees. Of this amount, \$0.72 million was for promotional increases and \$2.18 million was for pay adjustments, including the special adjustment of \$1,000 per employee effective 10/1/12. No performance based pay increases were awarded during FY12.

DID YOU KNOW??? On October 1, 2012, there were 1,691 employees who received a \$1,000 special adjustment to their base pay to offset anticipated increases to their medical insurance premiums in 2013.

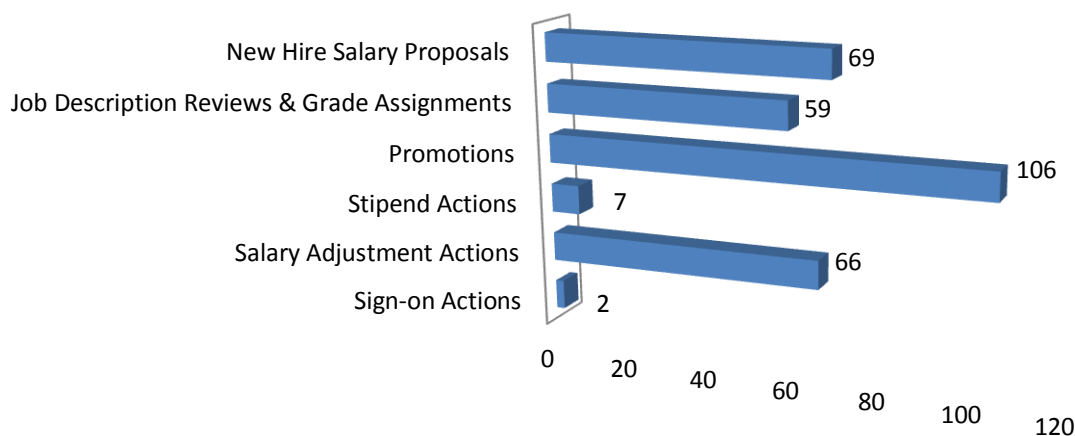
Employees were also eligible for recognition of their achievements through two non-base rewards programs: the *Reward and Recognition (R&R) Program* and the *Exceptional Performance Recognition Award (EPRA)*.

DID YOU KNOW??? In FY12, 236 employees received approximately \$223,000 in non-base awards.

The Compensation Department is responsible for ensuring that pay ranges are competitive through a periodic review of job descriptions and salaries for similar jobs in the labor market as reflected in salary surveys. The imposition of a two-year pay freeze (effective 10/1/2011) by DOE means that no merit-based pay increases and no pay range increases could be implemented. However, the Compensation Department continued to track salary and pay structure movement in the labor market during the freeze period.

Throughout FY12, Compensation completed 309 special salary-related requests resulting in a variety of analyses, reviews and proposals as described in the following chart:

FY12 Compensation Requests for Analysis and Proposals



Benefits

Benefits are a key component of the total rewards package designed to motivate and retain current employees and attract new employees.

DID YOU KNOW??? Benefits including paid time off, insurance, retirement contributions and medical benefits, accounted for 42.5% of an employee's total rewards package in FY12.

The Benefits Office has several important functions that include benefits planning, benefits administration and recreation/wellness.

The **Benefits Planning** function is responsible for:

- Benchmarking our benefit programs against other DOE contractor labs, universities and local employers to ensure that Fermilab maintains a competitive benefit package.
- Ensuring that our benefits plans are consistent with laboratory policies and DOE Orders, and are in compliance with all applicable federal and state regulations.
- Actively managing the costs of our plans to ensure that we are using Laboratory resources effectively and efficiently.
- Managing our plan vendors and service providers to ensure that our employees receive the best possible value and service for the investment the Laboratory makes in benefits plans.
- Providing excellent and timely customer service to our employees and retirees.

In FY12, the **Benefits Planning** function:

- Redesigned the Long Term Care program and conducted an open enrollment resulting in a three-fold increase in participation.
- Continued to implement new provisions of the Patient Protection and Affordable Care Act ("Health Care Reform").
- Completed a key benefit plan benchmarking survey which confirmed that Fermilab's total benefit program remains competitive while adhering to the parameters set for the Laboratory by the Department of Energy.
- Conducted two Pre-Retirement Planning Seminars which included an overview of the retirement benefits offered by Fermilab, retirement income options, estate planning, long term care, Medicare and Social Security, as well as other topics of interest to employees contemplating retirement. A total of 67 retirees and 18 spouses who attended the seminar rated it 4.3 on a 5-point scale (high to very high).
- Negotiated a new funding arrangement for our CIGNA plans. This change, implemented in 2013, will have no impact on our employees, but allows the Laboratory to better manage the financial risk in our plans and to fund them on a more cost efficient basis.
- Completed and distributed investment and fee disclosures to our employees and retirees for the Laboratory's retirement plans.

Benefits Administration handles the day-to-day operation of all of our benefits programs by:

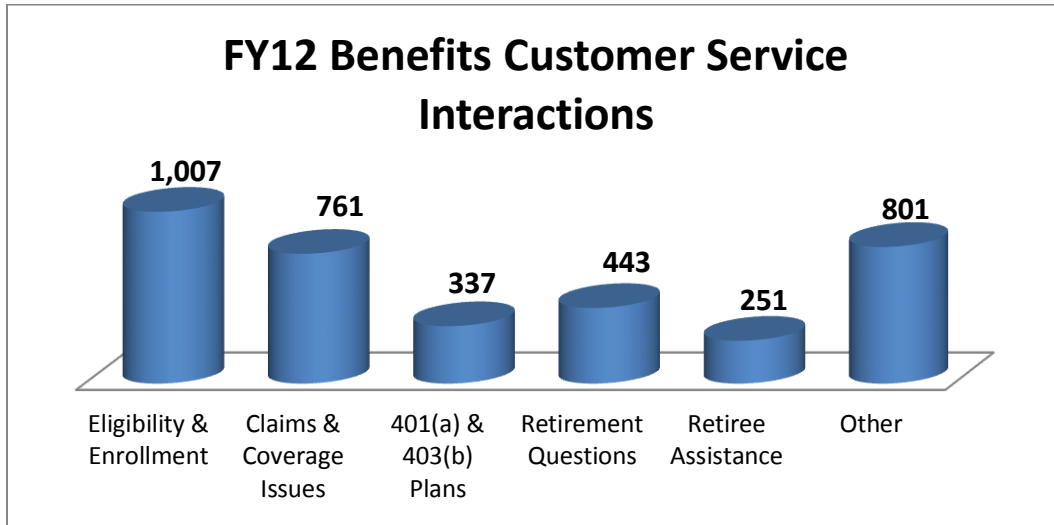
- Providing excellent and timely customer service to our employees and retirees.
- Explaining our plans and how they work to our employees, retirees and their family members.
- Processing benefits plan changes, such as new enrollments, status changes and terminations.
- Administering the Laboratory's Family and Medical Leave Act (FMLA) program.
- Ensuring that our plans operate within the rules defined by our plan documents, insurance policies, Laboratory policies, legal regulations and applicable Department of Energy requirements.
- Managing our COBRA and retiree benefits programs, including collecting payments from over 900 retirees and COBRA participants each month.
- Completing mandatory reporting for our benefit plans to the Department of Labor, the Internal Revenue Service, the Department of Energy and other governmental entities.

In FY12, the **Benefits Administration** function:

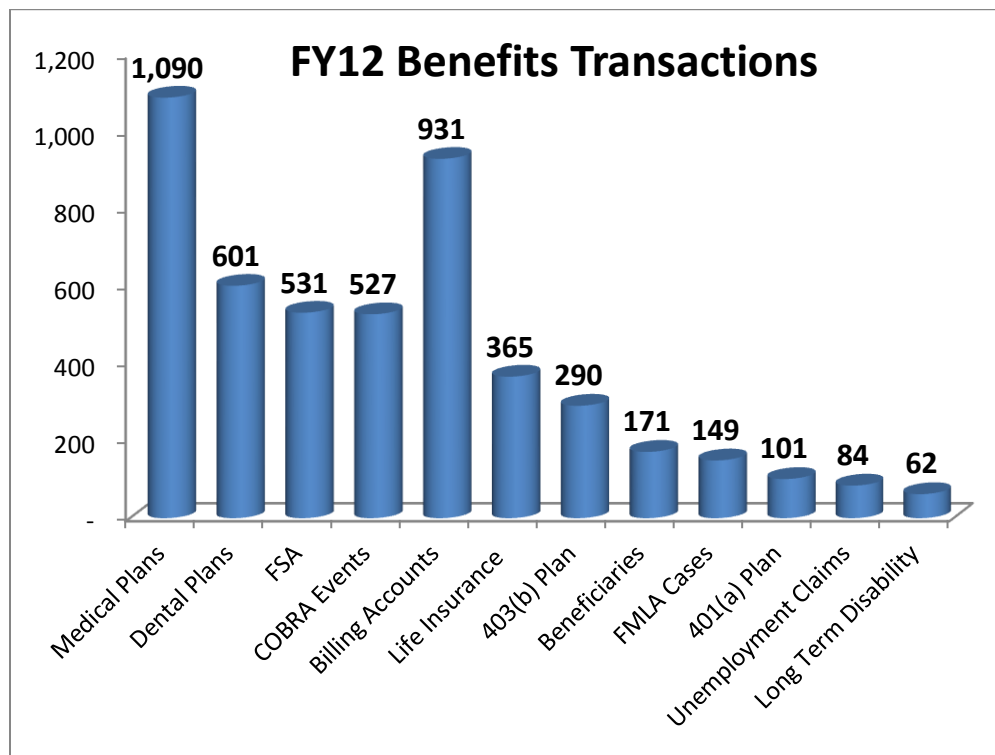
- Redesigned the Benefits portion of the New Employee Orientation Program.
- Revised the Benefits section of the Fermilab Management Practices Seminar, including migrating the training content to an online format.
- Updated and reorganized the Benefits section of the WDRS Fermilab at Work website.
- Conducted informational sessions on retirement planning for employees contemplating retirement.

- Completed an annual enrollment for employees and retirees.
- Revised the Laboratory's process for communicating and tracking FMLA cases.

Benefits Administration also supports employees and retirees by answering plan coverage questions via phone, email and in-person meetings. In FY12, Benefits Administration responded to more than 3,600 customer service request as described in the chart below:



Nearly 5,000 benefits transactions were processed in FY12. This included enrollments, changes and other benefit service requests as follows:



If you are looking for Summary Plan Descriptions, updated forms, or the latest Benefits Bulletin, visit the Benefits Office website at: <http://wdrs.fnal.gov/benefits/index.html>

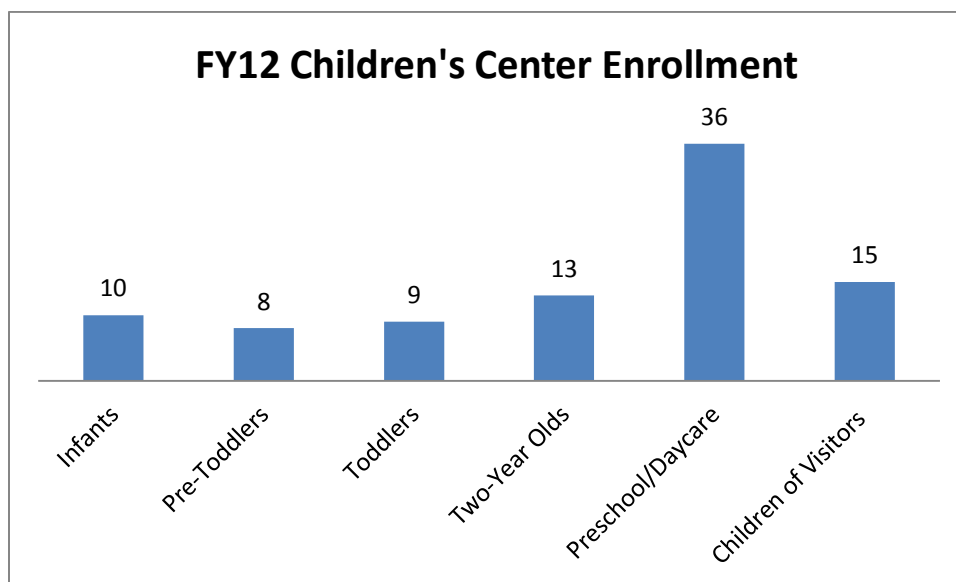
Children's Center

The Children's Center provides care for the children of FRA and DOE employees, users, and long-term, on-site subcontractors. The core philosophy of the Children's Center is to promote the social, academic, emotional, and physical development of each child based on his/her level of interest and ability.

On August 1, 2012, the Children's Center achieved re-accreditation under the National Accreditation Commission (NAC) for Early Care and Education Programs. The NAC accreditation certifies that the Children's Center meets the national standards for early childhood care.

There were several enhancements to the Children's Center program in FY12 as well. A new approach in the infant classroom, the Respectful Infant Environment (R.I.E) philosophy, was introduced. Teachers began using this approach in August and have observed notable increases in infant core strength and mobility. The Kindergarten curriculum was assessed and updated. And, procurement and preparation activities began for a much needed new playground and surrounding fence which were installed in early 2013.

DID YOU KNOW??? There were 76 children enrolled in the Children's Center at the end of FY12. The Children's Center also cared for the children of visitors during the year.



The Children's Center also provides a Day Camp for older children and sponsors fun events and activities for children and their families. In FY12 the Children's Center:

- Conducted 11 weekly summer day camp sessions for 76 campers between June and August that included daily swimming, crafts, games and weekly field trips.
- Expanded the successful Counselor in Training (CIT) program to include 14-year olds. The CITs helped the counselors organize games and activities and assisted with routines.
- Held 15 *School's Day Out Day Camps* for employees' elementary school-aged children.
- Held three date nights to give parents a break in the evening while their children enjoyed a supervised pajama party. This service is very much appreciated by busy parents who do not have families in the area to help with babysitting.
- Coordinated several events for children and their families, including:
 - ✚ Mother's Day Tea
 - ✚ Father's Day Picnic
 - ✚ Two parent lunches for Day Campers
 - ✚ Halloween Party
 - ✚ Breakfast with Santa.

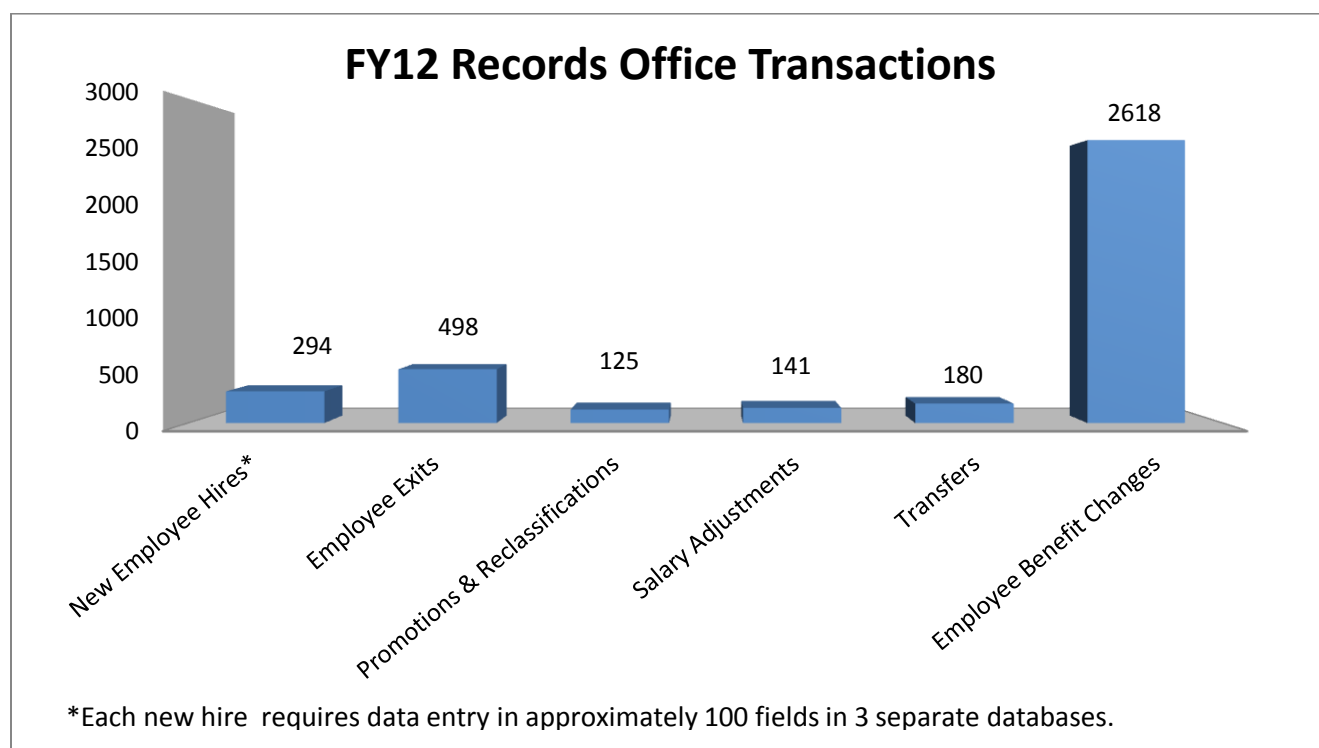


Children's Center students sing at the 2012 Lab Holiday Party

Employee Records Office

The Employee Records Office inputs, updates, closes and archives all employment-related files containing information and documents in both paper and electronic form for every employee. It also enters an employee's personal, job-related and benefits information into the PeopleSoft HR/Payroll database. In FY12 an estimated 5,500 employee paper records (e.g., promotions and other documents re employment status, awards and recognition, external education and training, disclosure forms, etc.) and approximately 4,000 performance reviews and payroll authorizations were filed by the Records Office.

DID YOU KNOW??? In FY12, the Employee Records Office had 3,856 PeopleSoft on-line entries.



HR Information Systems

The Human Resources Information Systems (HRIS) function safeguards the informational integrity of the HR PeopleSoft database. HRIS implements and maintains all PeopleSoft applications and works closely with Payroll in managing weekly/monthly payroll processes. It also creates all reports relating to employment statistics requested internally, as well as those requested by DOE, the National Science Foundation (NSF) and other external agencies. The number of requests for standard/periodic and customized reports continues to increase and become more complex each year.

DID YOU KNOW??? HRIS responded to approximately 1,000 data requests in FY12.

III. TALENT MANAGEMENT

At the end of September 2012, Fermilab had 1,757 full-time employees. Sixty-nine percent of these employees have a bachelor's degree or higher. The following table describes the Laboratory staff composition by highest degree attained.

Laboratory Staff Composition by Level of Education*

	PhD	MA/MS	BA/BS	Other (1)	Total
Professional Staff					
Engineers	24	110	83	13	230
Scientists	314	7	7	0	328
Other Technical Areas (2)	68	99	132	96	395
Mgrs/Administrators (3)	25	54	74	49	202
Support Staff					
Technicians	0	11	73	234	318
All Others	0	5	40	239	284
Total Lab Staff	431	286	409	631	1757

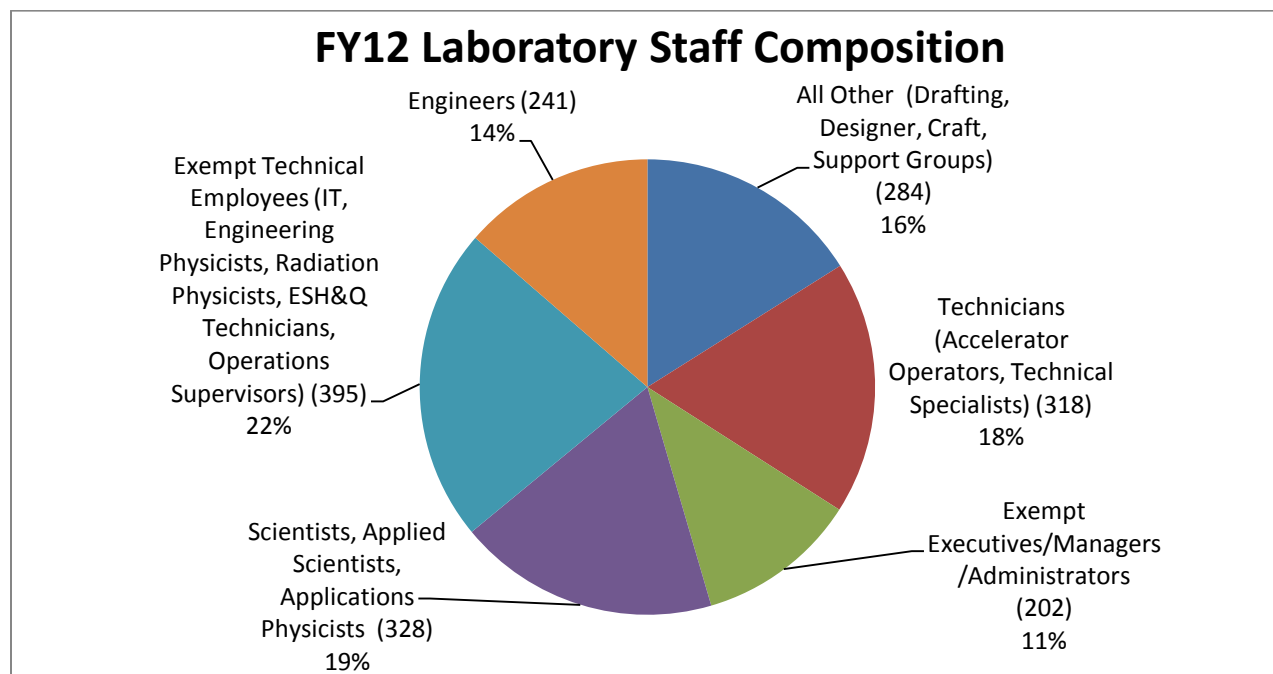
*As of 9.30.12

(1) Associate or Non-degree

(2) All Technical Management and Staff with degrees/study in fields other than Science or Engineering

(3) Mgrs/Administrators

The Laboratory staff composition by job title is described below:



Workforce Demographics

Overall, minority and female representation in the workforce have been relatively constant with 18% for minorities on 9/30/11 and the same percentage on 9/30/12; the representation of women in the workforce changed from 21.7% on 9/30/11 to 22.6% on 9/30/12.

On-Call Employees

The On-Call Program is a pool of temporary workers. On-Calls fill unexpected spikes in work volume, temporary leaves of absence, or other unplanned assignments. Typically, they are community residents, seasonal college-level employees and Fermilab retirees. Employment recruiters assist managers in identifying candidates to fill immediate needs quickly through the On-Call Program. As of September 2012, there were 57 On-Call employees. In addition to filling temporary needs, On-Call employees have also proven to be a valuable source of potential full-time employees and are encouraged to apply for open positions.

New General Summer Employment Program

In FY12 the General Summer Employment Program was fundamentally changed. The changes were designed to democratize the program while at the same time preserving the preference given to employee-referred candidates, particularly the children of employees. The Laboratory benefits from employing children of employees who know and respect Laboratory culture; and employees benefit from their children's employment at a time when opportunities for young job seekers are scarce.

The following were implemented:

- Generic job postings were eliminated.
- The practice of requesting preferred candidates on personnel requisitions was eliminated.
- Candidates are now evaluated based on their response to screening questions based on knowledge/skills/abilities.
- Candidates who do not submit responses to screening questions are not considered.
- HR only refers the top three candidates ranked for each job to the hiring manager.
- External candidates are only considered when there are no employee-referred candidates available or if no employee-referred candidates meet the job qualifications.

New Hire Orientation

The HR New Hire Orientation or onboarding process welcomes new employees to the Lab and provides them with critical information on their first day on the job. Orientation is scheduled on the first Monday of employment for new employees. Topics include:

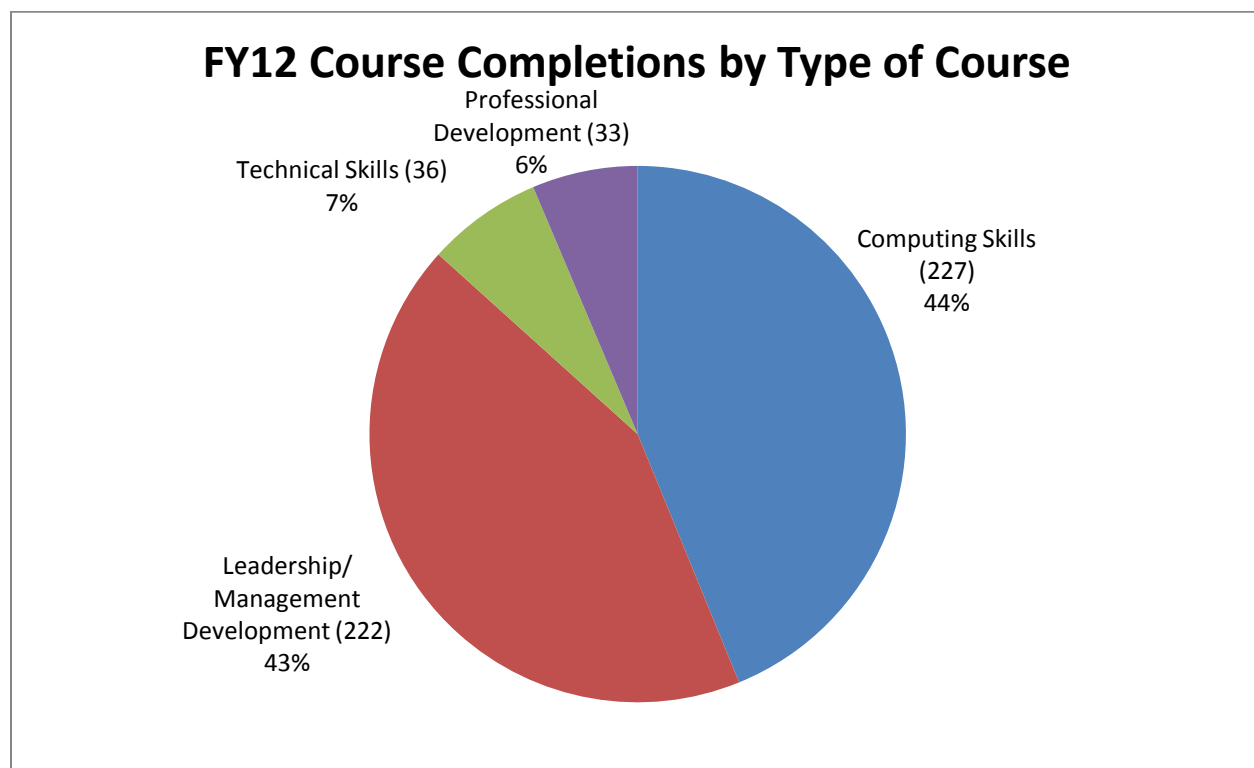
- Welcome to Fermilab by the COO
- Health and welfare benefits overview and assignment
- Payroll authorization
- Key and ID assignment and I-9 verification
- Anti-harassment awareness
- Computer security, online timecard and Help Desk basics
- Diversity at Fermilab.

DID YOU KNOW??? In FY12, a total of 310 new hires attended the New Hire Orientation and rated the overall quality of the program at 4.6/5.0.

IV. PROFESSIONAL DEVELOPMENT

The Office for Professional and Organization Development is a resource of ongoing learning for all Fermilab employees. There are numerous learning opportunities available for employees to expand their knowledge and skills. Employees can strengthen existing skills or learn new skills through a varied curriculum of internal courses, or enroll in a university degree program through the Tuition Assistance Program (TAP). In addition, this office manages scholarship programs for children of Fermilab employees.

In FY12, there were 518 course completions through a curriculum that includes: Leadership/Management Development, Computing Skills, Professional Development and Technical Skills. The chart below illustrates the percentage of courses completed in each category:



The average course evaluation was 4.3, and the average instructor rating was 4.5 on a 5-point scale - both *Very Good to Excellent* ratings. The overall gain score in learning for all courses delivered was estimated at 1.2. This indicates a substantial increase in participants' knowledge and understanding of course content reported by participants in comparisons of pre and post-course estimates of knowledge and understanding.

DID YOU KNOW??? There were 518 course completions for a total of 651 training days in FY12. Employees rated these courses and the instructors as *Very Good to Excellent*.

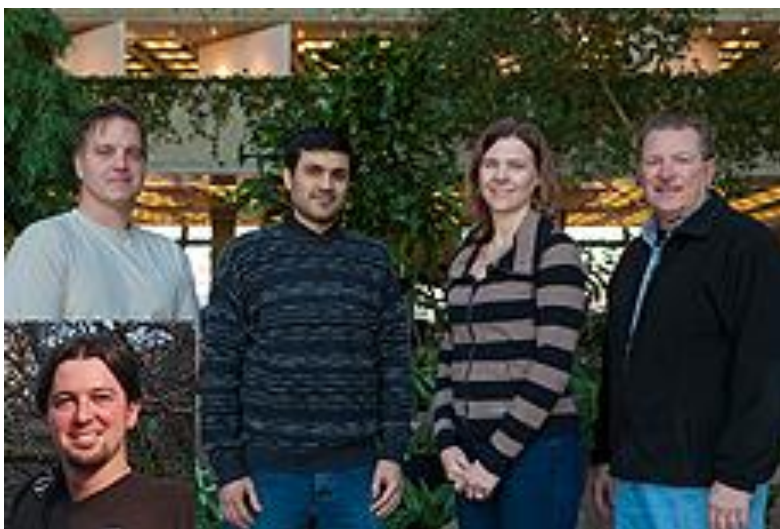
The Strategic Laboratory Leadership Program (SLLP) is sponsored by the University of Chicago with the goal of developing the leadership potential of laboratory research and scientific personnel. Employees from Fermilab, Argonne Laboratory and Jefferson Laboratory participate in the program which consists of coursework, a group project, and a follow-up course from the Executive Development Program. The program continued in FY12 with the sixth group of ten Fermilab participants.

FY12 Tuition Assistance Program

The Tuition Assistance Program allows employees to enroll in accredited degree programs or individual courses at universities and colleges. Employees receive financial assistance for tuition, required fees and books.

DID YOU KNOW??? 55 employees participated in the Tuition Assistance Program and completed 111 courses in FY12. Five employees earned degrees.

Employees attended colleges and universities such as the Illinois Institute of Technology, Northern Illinois University, DePaul, DeVry, College of DuPage and Waubensee Community College.



FY12 Tuition Assistance Degree recipients: From left: Mark Dilday - AD, Salman Tariq - AD, Amber Kenney - ESH&Q, Donald Arnold - TD. Inset: Joshua O'Connell – AD.

Types of Degrees Completed in FY12 by Division/Section

Masters	Engineering Management (AD)
	Industrial Technology (ESH&Q)
Bachelors	Electronics Engineering Technology (AD)
	Information Technology and Management (AD)
	Industrial Technology and Management (TD)

DID YOU KNOW??? Employees in the Tuition Assistance Program rated program administration 4.8/5.0 for responsiveness, turn-around time, communication and cooperation.

Scholarship Programs

The University of Chicago Tuition Remission Program is a tuition benefit available to the children of full-time employees who have dependent children enrolled at the University of Chicago. Employees receive a 50% remission of the stated tuition fee for their child's undergraduate studies. In FY12, there were eight participants.

The FRA Scholarship Program also awards a four-year scholarship to children of full-time employees. In FY12 there were 37 continuing recipients and 14 new recipients who were added for the 2012-2013 academic year for a total of 51 scholarship recipients. In FY12 a program policy was developed to guide the consistent administration of the program.

Overall Customer Service and Satisfaction

All Fermilab employees have online access to a Customer Satisfaction Survey that allows them to provide feedback on individual customer service providers in HR. In the last fiscal year, HR received a total of 62 Customer Satisfaction Surveys. There were 59 positive surveys, 25 of which cited the Professional Development Office for customer service excellence.

V. EMPLOYEE RELATIONS

The ability to resolve employee relations issues quickly, effectively, and lawfully allows managers to create a positive and productive work environment for employees and helps prevent future occurrences. Employee Relations issues are given great consideration and attention at Fermilab.

The Employee Relations Department consults with managers, supervisors and employees on a day-to-day basis providing technical advice and guidance regarding rules, regulations, and applicable employment laws. Managers and supervisors also attend training designed to increase their ability to maintain a work environment that enhances productivity, improves performance and describes the Laboratory's approach to corrective action and performance management.

Balancing Work and Family

Employee Relations supports programs for working parents to help balance professional and family life.

In FY12 the Employee Relations Unit supported six employees in the transition back to work after maternity leave through the Mothers Lactation Room in Wilson Hall. The facility is open during the work day for employees and has also been used by tour group visitors and conference attendees.

Employees who have exhausted all paid leave when experiencing personal or family medical emergencies may be assisted through the Vacation Donation Program. In FY12, 14 employees submitted donation requests. All donations were used in FY12.

DID YOU KNOW??? In FY12, 112 employees submitted vacation donations for co-workers totaling 314 vacation days.

Service Recognition

The Service Award Program recognizes the dedication and years of service of Fermilab employees. The program recognizes significant service thresholds by hosting a quarterly luncheon with senior managers serving as masters of ceremonies. Employees who have achieved these important service milestones are also invited to select an anniversary gift from a wide range of options.



10 Year Service Award Group

DID YOU KNOW??? In FY12, 136 employees attended Service Recognition Luncheons.

Equal Employment Opportunity

Case management of complaints is essential to the operation of the Laboratory. It reinforces our policies and ensures that all employees are treated equitably. It also provides “lessons learned” and opportunities for more effective educational initiatives.

In FY12, one new external complaint was filed with the Illinois Department of Human Rights.

Union Relations

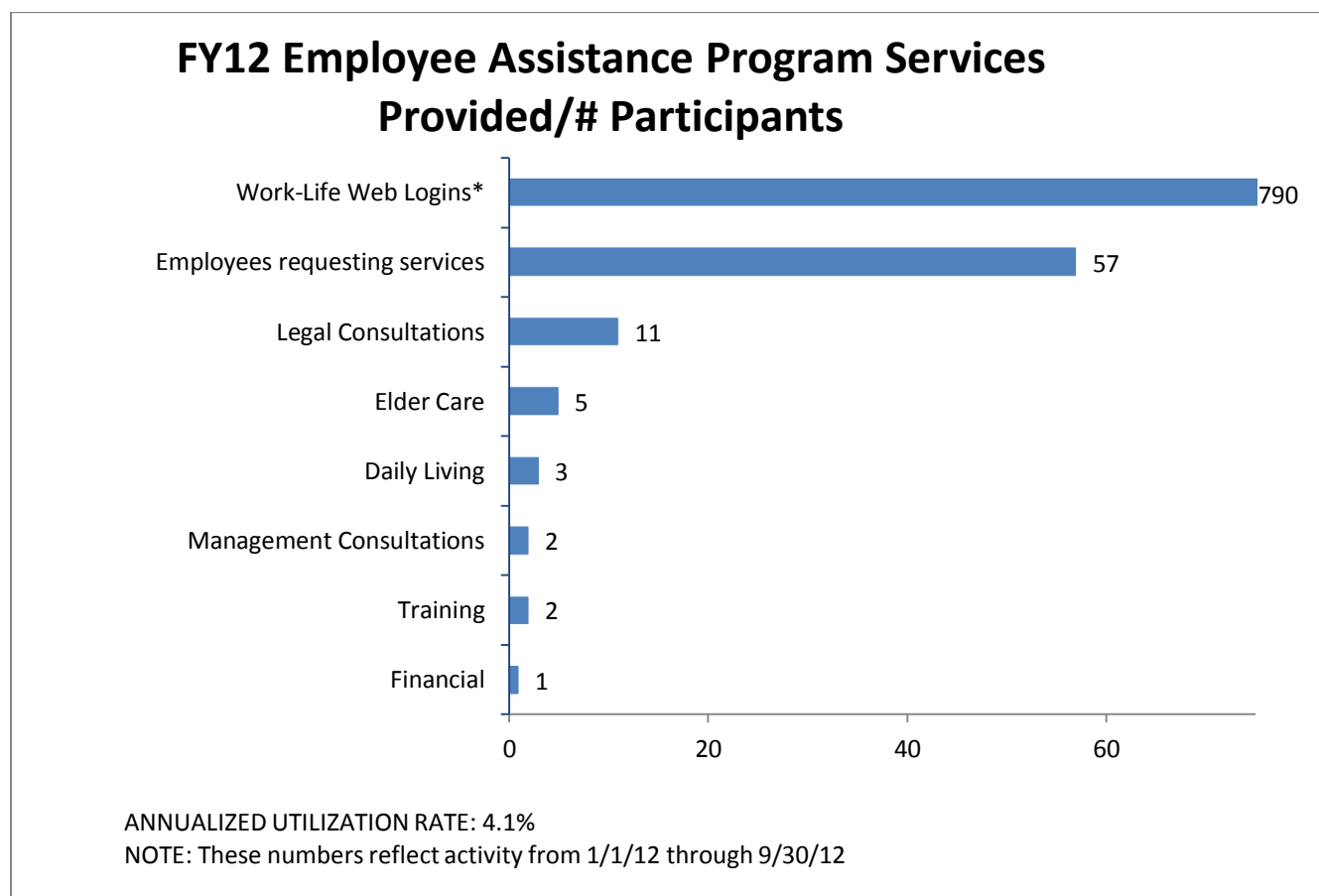
Resolving bargaining issues quickly, effectively, and in accord with the terms of the collective bargaining agreement ensures that the Laboratory can continue its efficient operations and provide a positive work

environment for all employees. The Employee Relations function facilitates the resolution of union grievances, investigates and responds to unfair labor practice charges, and negotiates and administers collective bargaining agreements with management and labor representatives to determine wages and other terms of employment. New collective bargaining agreements were negotiated in FY12 for the Machinists and Welders and the Fire Department.

VI. EMPLOYEE AND USER SERVICES

Employee Assistance Program (EAP)

The EAP is a resource for a variety of work/life services. The chart below describes the Laboratory's usage of EAP services in FY12:



DID YOU KNOW??? 1,652 employees and family members sought information through the EAP website.

International Services – Visa Office

The Visa Office is responsible for immigration-related services and assistance to non-U.S. citizen employees and users at Fermilab. The Visa Office supports approximately 15% of the employee population that is foreign, as well as nearly 1,000 foreign users who visit the Lab each year, by:

- Managing two J-1 program designations that Fermilab has from the U.S. Department of State
- Supporting non-U.S. users on issues such as adjusting to life at Fermilab, understanding U.S. healthcare, issues arising from temporary medical insurance while in the U.S., taxes, etc.
- Providing onboarding assistance to foreign summer students
- Managing “I-9 Employment Verification” and “E-Verify” programs for all employees
- Issuing and renewing Fermilab ID badges to non-U.S. employees
- Coordinating presentations on topics of interest to non-U.S. citizens and users with the Users Executive Committee
- Completing I-9s for employees of our collaborating U.S. institutions
- Serving as an expert resource to Laboratory management and administration on matters relating to non-U.S. citizens at the Laboratory.

DID YOU KNOW??? In FY12, the Visa Office processed 269 files for nonimmigrant and immigrant benefits for employees, users and their accompanying family members.

Type of Filing	#
Adjustment of Status (Family Members)	3
Adjustment of Status (Employee)	5
Applications for Travel Documents	5
Applications for Employment Authorization Documents	5
Immigrant Petitions for Employees	8
H-1B “Nonimmigrant” Petitions for Employees	29
TN “Nonimmigrant” Petitions for Employees	1
O-1 “Nonimmigrant” Petitions for Employees or Users	2
Filings with the Department of Labor	60
Responding to requests by the U.S. Citizenship and Immigration Service for expanded information about a nonimmigrant or immigrant filing	8
Applications for “Nonimmigrant” status for accompanying family members	7
Forms DS-2019s issued to Research Scholars (J-1 Status)	66
Forms DS-2019s issued Interns (J-1 Status)	54
Forms DS-2019s issued to Short-Term Scholars (J-1 Status)	2
Forms DS-2019s issued to accompanying family members of J-1 Status holders	14
	269

The Visa Office also provides support on daily living activities to non-U.S. citizen employees, users and their family members that result in hundreds of in-person meetings each year. The introduction of a new online scheduling system late in 2012 has improved this service.

DID YOU KNOW??? In FY12, the Visa Office provided guidance to non-U.S. citizens in over 600 in-person meetings.

Users Office

The Users Office is the point of access to the Laboratory for employees of collaborating institutions. It provides information ranging from Laboratory policies and practices to information on how and where to find accommodations, goods and services, transportation and other necessities of life. The Users Office supports the Users Executive Committee (UEC) and the Directorate by arranging for large meetings, conferences, workshops, collaborations, and holiday celebrations. This office also organizes the annual trip to Washington D.C. for the UEC Committee by coordinating travel arrangements and preparing materials used to support the outreach effort. In FY12, 497 Users attended the Annual Users Conference.

The Users Office also reviews and processes all non-employee requests for physical access to the Laboratory, controls issuance of ID cards, and processes requests for remote computer access privileges from collaborators who are not located on site.

DID YOU KNOW??? In FY12, the Users Office: issued 1,474 user badges processed 2,318 service desk tickets archived over 130 Users Annual files and entered over 1,200 non-473 forms into the DOE FACTS database.

The Arts and Lecture Series

The Arts and Lecture Series Box Office is the front door to community and other Laboratory visitors. From the Lab's inception, the Fermilab Arts and Lecture Series has been a resource for sharing the scientific mission of the Lab with the general public and ensuring there is an open invitation to the community to participate in Lab life. The Fermilab Lecture Series has been host to a dozen Nobel Laureates in Physics.

This office publicizes and manages ticket purchases to the public events organized by the Fermilab Arts and Lecture Series. It has an active database of more than 10,000 patrons who attend musical, artistic, and other events at the Laboratory. All advance ticket sales, more than 10,000 each year, originate from this office.

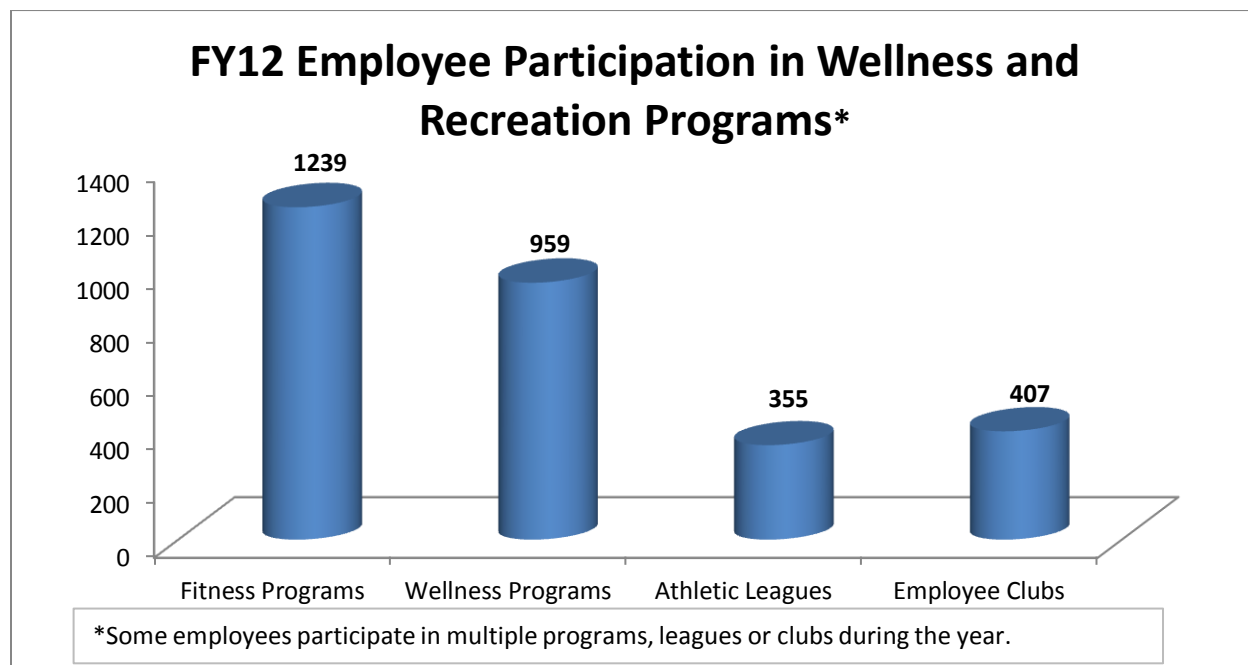
DID YOU KNOW??? The Arts and Lecture Series Office sold 10,672 tickets in 2012.

Wellness and Recreation

Our wellness programs are designed to improve the overall health of the Fermilab workforce and to help individual employees and their families overcome specific health-related hurdles. The Wellness Office encourages employees to better overall health through wellness and recreational programs such as:

- Educational Wellness Seminars
- Gym and Pool Memberships
- Health Screenings
- Athletic Leagues
- Health Fairs and Fitness Classes
- Employee Special Interest Clubs.

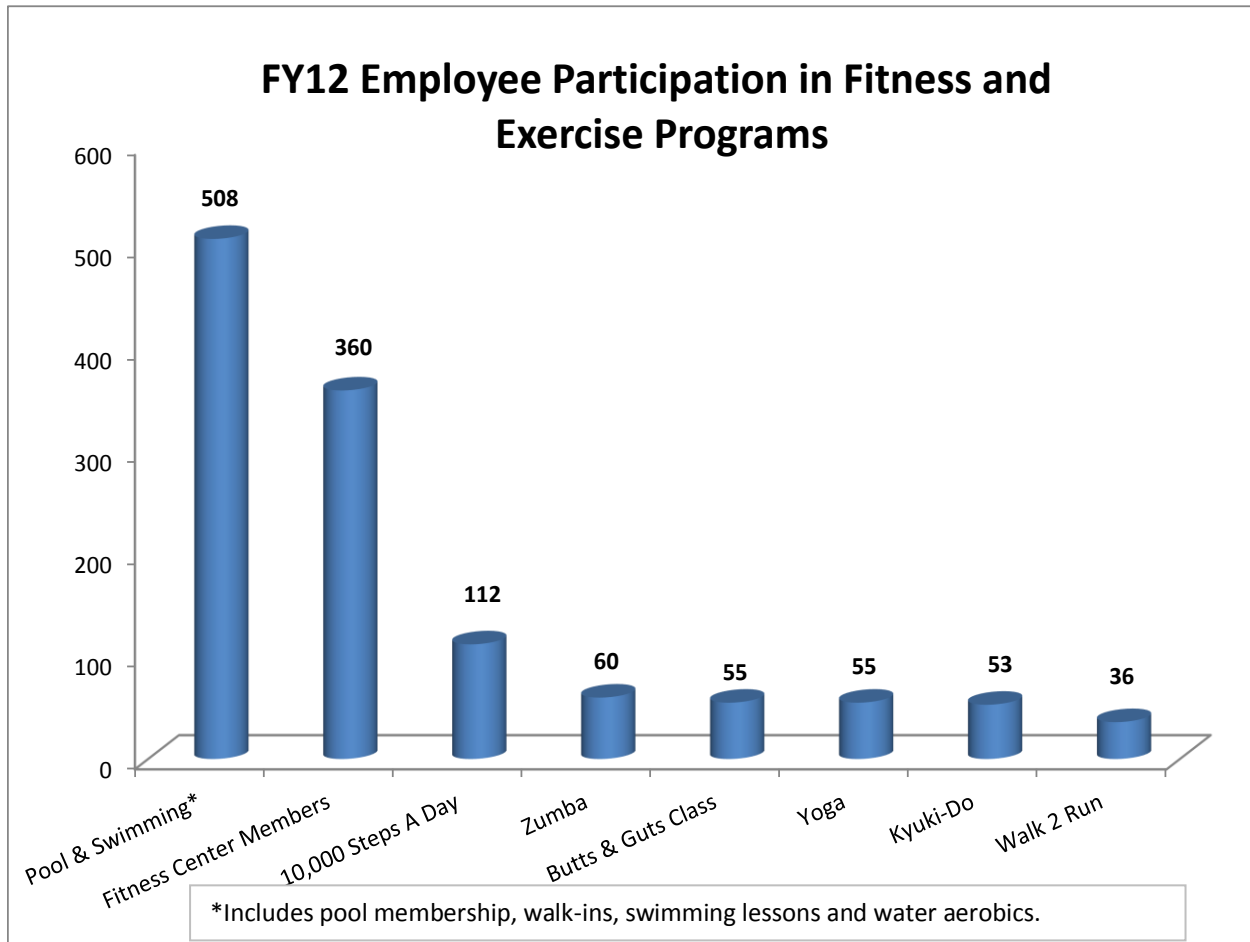
DID YOU KNOW??? In FY12, participation in fitness and wellness programs, athletic leagues and clubs totaled 2,960 (see chart below).



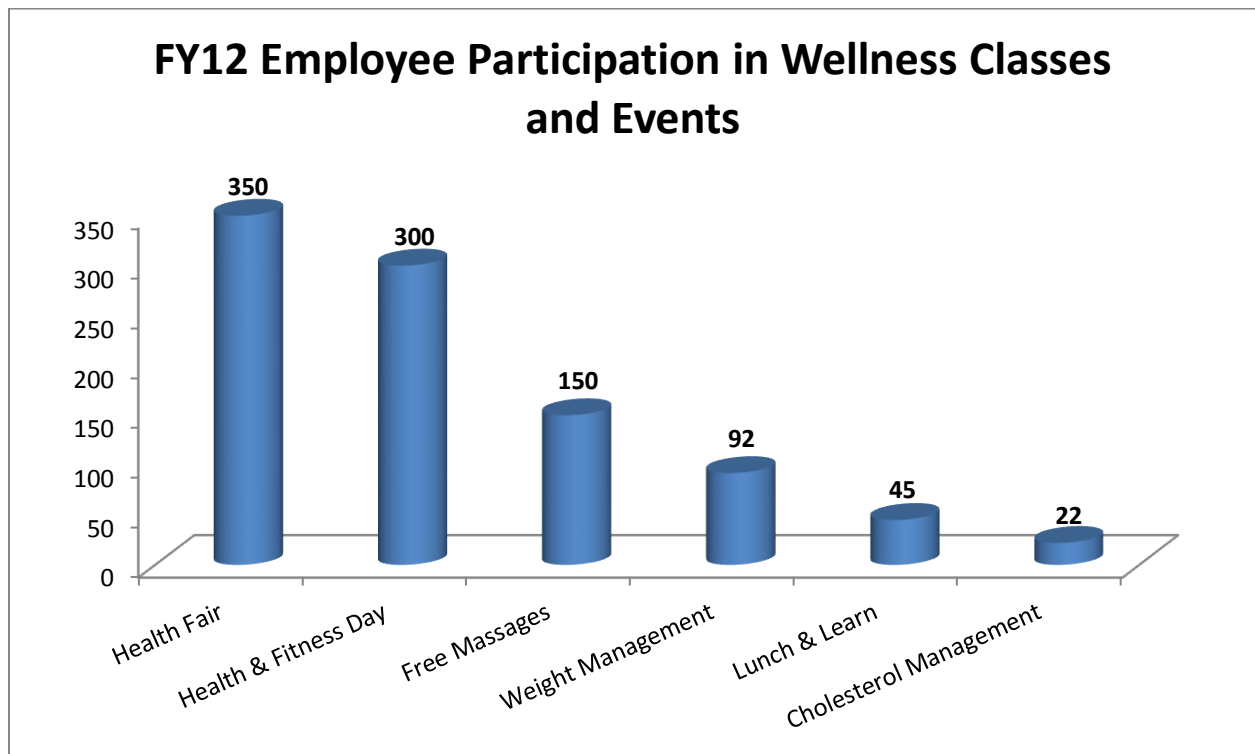
Wellness Office

The Wellness Office provides the tools required for Fermilab employees to make smart choices for a healthier lifestyle. Both employees and the Laboratory benefit from these programs.

DID YOU KNOW??? In FY12, there were 1,239 enrollments in a variety of fitness and exercise programs (see chart below).



In addition, there were 959 employees who participated in wellness classes and events held throughout FY12:



To learn more about wellness and recreational activities available, visit <http://wdrs.fnal.gov/wellness/index.html>